



# VIBE NATURAL HEALTH

210 Days Road, Garage QLD 4051

Phone: 33667970 Fax: 33667970

Out of Hours 134-100

www.vibenaturalhealth.com.au

## PRACTICE INFORMATION SHEET

### OPENING HOURS

Monday	8.30 am - 9.00 pm
Tuesday	8.30 am - 9.00 pm
Wednesday	8.30 am - 9.00 pm
Thursday	8.30 am - 7.00 pm
Friday	8.30 am - 7.00 pm
Saturday	8.30 am - 5.00 pm
Sunday	8.30 am - 5.00 pm

### GENERAL PRACTITIONERS

Dr Anchita Karmakar      Dr Evangeline Marzan  
Dr Uzoamaka Odionye

### NURSE PRACTITIONER

Stewart Rae

### SPECIALISTS

Dr Bruce Lewis - Paediatrician  
Dr Kylie Ferguson - Rehab Physician

### ALLIED HEALTH

Dr Emma Kopicikas - Osteopath  
Dr Ethen Kaiers - Osteopath  
Dr Wayne Haynes - Chiropractor  
Nandana Mahony - Naturopath/Nutrition  
Melissa Humphries - Naturopath/Nutrition  
Georgia Limmer - Naturopath/Nutrition  
Courtney Garfoot - Clinical Nutrition  
Anthea Watson - Acupuncture  
Catherine Sunner - Acupuncture  
Luth Priscilla - Rem. Massage Therapist  
Dorrine Fisher - Rem. Massage Therapist

### GP APPOINTMENTS

Consultations are made by appointment with the Doctor of your choice. Urgent cases are seen by the first available Doctor. If you appointment is not for a standard consultation, we would appreciate you letting the receptionist know so that extra time may be allowed. Another appointment may need to be scheduled for you if there are multiple issues to discuss or if more than one family member is to be seen. This prevents other people's appointments being delayed, and ensures a calm, unhurried doctor. Due to the unpredictable nature of general practice consultations, the doctors may occasionally run behind schedule. We apologise for this inconvenience and will endeavour to keep you informed of any delays. Appointments can be made online via our website.

### GP LONG CONSULTATIONS

Some complex medical issues may take longer or require additional time with our Practice Nurse. If you feel you require a longer consultation time than 15 minutes, please notify reception when making your appointment, examples of these may be procedures, skin checks, multiple medical issues eg. Pap smear combined with other medical issues, health plans, mental health plans and consultation, immunisation, diabetes checks.

### GP SERVICES OFFERED BY THE PRACTICE

- General Medicine
- Skin and mole checks
- Minor operations for removal of cysts, moles and skin cancers
- Cryotherapy (freezing) of sun spots
- Childhood vaccinations, Adult routine and travel vaccinations
- Paediatrics/child health checks
- ECG's & Respiratory function tests (Spirometry)
- Family planning/contraceptive advice
- Women's preventative health, breast checks and pap smears
- Antenatal "shared care" and postnatal care
- Men's preventative Health
- Sutures to lacerations, plasters for limb fractures
- Health assessments, Aged care
- Chronic diseases Management such as asthma, diabetes and heart disease
- Weight loss or gain advice
- Counselling and mental health
- Medicals – workplace, insurance, WorkCover

### FEES AND BILLING

At Vibe Natural Health, we *bulk bill all standard General Practice (GP) services* covered under Medicare. This ensures no out-of-pocket costs for eligible patients attending GP consultations. Some services, including allied health, IV infusions, and specialist consultations, attract private fees. These fees vary based on the length and complexity of the appointment and are payable at the time of consultation.

We do not offer automatic concessional rates for pension card holders. However, in special circumstances, reduced fees may be considered—this must be discussed with the practitioner *prior to the appointment*.

Medicare rebates for eligible services can be processed via Medicare Online. For allied health services, we offer *on-the-spot private health insurance rebates* through HICAPS, depending on your level of cover. We accept EFTPOS, all major credit cards, and cash. Please speak with our reception team if you have any questions about fees or rebates.

### NON-ATTENDANCE AND CANCELLATION POLICY

At Vibe Natural Health, we value your time and our practitioners' availability.

- A non-attendance fee of \$25 applies for missed standard GP appointments.
- A \$50 fee applies for long GP consultations that are not attended or cancelled with insufficient notice.
- For Allied Health appointments, we require *at least 48 hours' notice* for cancellations. If insufficient notice is given, *50% of the full fee* will be charged.

Extenuating circumstances will always be considered—please contact us as early as possible if you are unable to attend your appointment.

### ACCIDENTS AND EMERGENCIES

If there is a life-threatening emergency — even if you're unsure — always call **000** immediately.

For non-urgent situations during our business hours, please call us on **(07) 3366 7970**, and our team will advise you on the best course of action.

### CARE OUTSIDE NORMAL OPENING HOURS

We partner with **Hello Home Doctor Service** to ensure you have access to medical care outside of our opening hours.

For after-hours medical assistance, call **13 41 00**.

If you are seen by a doctor from Hello Home Doctor Service, a detailed report will be sent to us the next day and added to your medical record, ensuring continuity of care.

## HOME VISITS

Home visits may be offered when appropriate and if time permits. These are generally limited to regular patients who are too frail or unwell to attend the clinic in person.

Please note, our clinic provides access to better diagnostic tools and treatment facilities than can be offered during a home visit, so in-clinic care is always preferred when possible.

## MEDICAL CERTIFICATES

These are available for genuine illnesses and only if you attend the surgery for a consultation. It is illegal to do otherwise, or to provide retrospective or post-dated certificate.

## REPEAT PRESCRIPTION

Most scripts are written by the doctor to provide sufficient medication until your condition needs to be reviewed; repeat scripts are therefore generally only provided at a consultation (and not over the phone). A \$10 script fee applies if the doctor agrees to write the script without a consultation.

## TEST RESULTS

Where blood tests or other investigations have been ordered, you will generally need to make a follow-up appointment to discuss the results. If the doctor is concerned about your results, the staff at Manly Village Medical will contact you to make an appointment. To ensure confidentiality, test results will not be given over the phone.

## TELEPHONE CALLS

Our switchboard is very busy early in the morning with patients making appointments. We would appreciate patients who have non-urgent queries to phone later in the morning. Doctors who are busy consulting will return calls as soon as practical/as soon as they are able. Emergency calls are an exception and will be taken immediately.

## SPECIALIST REFERRALS

Your family doctor is highly trained to deal with most medical problems, but may need occasionally to refer you to a specialist. To receive a Medicare rebate for a specialist visit, you need a referral, and will need to see your doctor first. As it is illegal to backdate referrals, please do not ask us to break the law. The specialist is providing consultant advice to your GP, so it is important that you

discuss the specialist's opinion and advice with the doctor who referred you, following your visit with the specialist

## VACCINATIONS AND DRESSINGS

If you are making an appointment for childhood, influenza or travel vaccinations, or for wound care, please let our receptionist know. A practice nurse will be available at certain times to assist with these procedures.

## INTERPRETING SERVICE

For those speaking a language other than English, a telephone interpreting service is available free of charge. If you (or a family member or friend) require this service, please inform the receptionist when making your appointment or telephone the interpreting hotline on **1300 575 847**

## ELECTRONIC COMMUNICATION

Electronic communication is available through the email address [info@vibenaturalhealth.com.au](mailto:info@vibenaturalhealth.com.au) Email messages will be forwarded to the appropriate doctor or staff member and a response will be given in a timely manner. Email should not be used for booking or cancelling appointments. All appointments should be made and cancelled via calling us on 07 33667970. Our written policy on receiving and returning electronic communication can be requested from reception. Please note that patient health information cannot be transmitted via email. It will be faxed or posted, or available for collection by arrangement.

## YOUR PRIVACY

Vibe Natural Health respects your privacy. Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Please ask a member of Reception if you would like a copy of our Privacy Policy.

## SUGGESTIONS AND COMPLAINTS

Your feedback is important to our Practice! Vibe Natural Health aims to serve you the best way we can. We welcome your suggestions on how we can improve. We take your concerns, suggestions and complaints seriously. Please feel free to talk to your Doctor or ask to speak to our Practice Manager, Abir Karmakar, or send an e-mail to [admin@vibenaturalhealth.com.au](mailto:admin@vibenaturalhealth.com.au) . If your complaint was unresolved, please contact the Health Rights Commissioner, GPO Box 3089, Brisbane, QLD, 4001.

## ADMINISTRATION & NURSING STAFF

Abir Karmakar (Practice Manager)  
Deb woods (Registered Nurse)  
Kitty Clancy (Reception)  
Molly Beebe (Reception)

Lydia Mackenzie (Reception)

## GENERAL PRACTITIONERS:

### Dr Anchita Karmakar, FACRRM ASTPH MBBS GPLT GCPH VAD SMO BBMsc JD

Dr. Anchita Karmakar, our principal GP at Vibe and a Bond University graduate, is a Rural Generalist (FACRRM) with expertise in Aged Care, Paediatrics, Women's Health, Emergency Medicine, Palliative Care, and Rehabilitation. She offers General Practice appointments, Neurodevelopmental Assessments, and Travel Medicine consultations. Dr. Karmakar's unique blend of medical and legal backgrounds underscores her commitment to accessible healthcare, with all appointments bulk billed to ensure community access.

### Dr Evangeline Marzan, MBBS,

Dr. Evangeline Marzan is a GP practicing in the southern suburbs of Brisbane, and has been contracted to provide care for some of our patients in Palliative care who request to access the Voluntary Assisted Dying Program. She has special interest in women's health, pediatric health as well as palliative care and we are hoping that in the near future, Dr. Marzan will be available to provide GP services at Vibe. At this stage she is providing VAD services via telehealth only and by referral basis only.

### Dr Uzoamaka Odionye, MBBS, MHA, FACRRM

Dr. Uzo is a dedicated and compassionate general practitioner committed to providing exceptional care to patients of all ages. With diverse experience across the healthcare spectrum, he combines clinical expertise with a genuine passion for improving lives. He has a special interest in skin cancer checks and preventative skin care, offering thorough assessments and patient education to support early detection and management. Outside of work, Dr. Uzo is a proud father of two and enjoys playing chess, finding it a perfect mix of strategy and relaxation. Known for his thoughtful and approachable manner, Dr. Uzo is not only a trusted GP but also a valued member of the local community.

## **NURSE PRACTITIONER**

### **Stewart Rae,**

With over 14 years of experience, I am a Nurse Practitioner specialising in Mental Health, Health Promotion, and Men's Health, offering personalised, holistic care. My expertise includes drug and alcohol treatment, primary care, prison health, and prescribing medications (excluding ADHD). I develop tailored mental health plans for conditions like anxiety and depression, combining therapy, medication, and lifestyle changes to support well-being. I focus on health promotion through education and prevention and provide a safe, supportive environment for men to address unique health challenges. My approach integrates mental and physical health, improving overall quality of life.

## **SPECIALIST**

### **Dr Bruce Lewis, M.B., B.S., (QLD.) F.R.A.C.P. (PAED)**

Dr. Bruce Lewis is a Consultant Paediatrician with over 40 years of experience diagnosing, managing and providing intervention for children in and around Brisbane. After a short period of time in retirement, Dr. Lewis has decided to return to active practice, specifically in the area of ADHD as he understands the issues around access and diagnosis in the current healthcare arena.

### **Dr Kylie Ferguson, FAFRM MBBS**

Dr. Kylie Ferguson is a Rehabilitation Medicine Physician focused on improving the independence and quality of life of people with disabilities. She works at Princess Alexandra Hospital and West Moreton Health Service, providing rural rehabilitation at Boonah Hospital and also serves as a Visiting Medical Officer at St Andrew's Rossvick Hospital. Specializing in neurology with a focus on brain injuries, she holds a master's in Speech Pathology and later completed her medical degree, specializing in Rehabilitation Medicine. Dr. Ferguson also supervises trainees and serves as an examiner in her field.